Cornerstones for Health Information Exchange:
A CalPSAB Symposium

Welcome

CHHS
California Health & Human Services Agency

CalOHii
California Office of Health Information Integrity

Kim Belshé

Secretary, California Health & Human Services Agency

Mark Frisse
M.D., M.B.A., M.Sc.

Accenture Professor of Biomedical Informatics, Director, Volunteer eHealth Initiative, Vanderbilt Center for Better Health

Networking & Exhibit Viewing

Return at 10:45

Health Information Exchanges Across the Nation

Panelists

- *Lori M. Evans, Deputy Commissioner Health Information Technology, New York*
- *Charles Parker, Chief Technology Officer, MassPro, Massachusetts*
- *Devore Culver, Executive Director, HealthInfoNet, Maine*
- *Alex Kam, Acting Director, California Office of Health Information Integrity*
- *Moderator - Lori Hack, Object Health, LLC*

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Lori M. Evans,
Deputy Commissioner
Health Information
Technology, New York

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Chief Technology Officer, MassPro, Massachusetts

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Cornerstones for Health Information Exchange:
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Devore Culver,
Executive Director,
HealthInfoNet,
Maine

HealthInfoNet

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California

- 38M People
- 6.5M Medicaid
- 480 Hospitals
- 96 K Doctors
- 164K Sq. Miles
- 70% Rural Land
- 58 Counties

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Cornerstones for Health Information Exchange:
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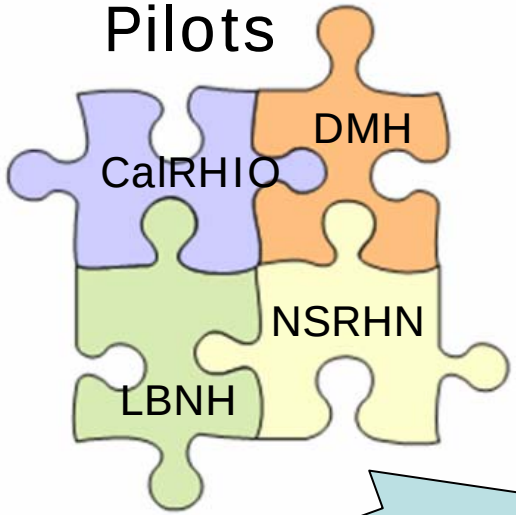
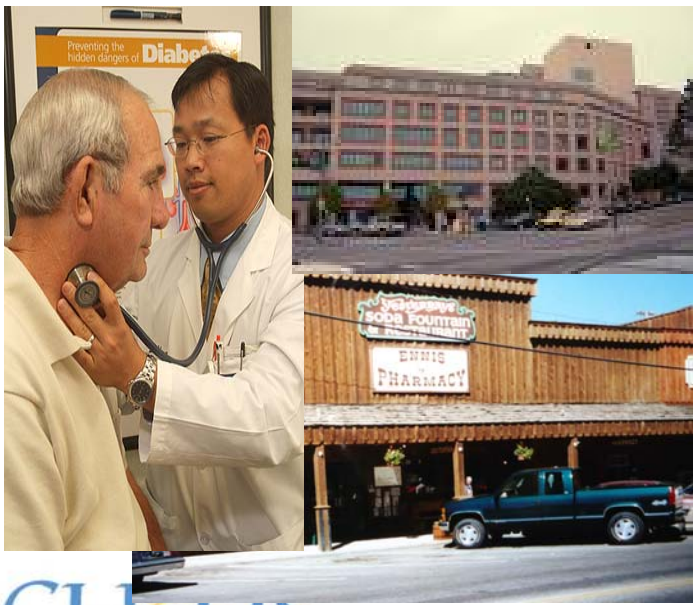
Scope

Pilots



Stakeholders



Implementation

- Policy
- Technology
- Transparency
- Trust
- Law

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Cornerstones for Health Information Exchange:
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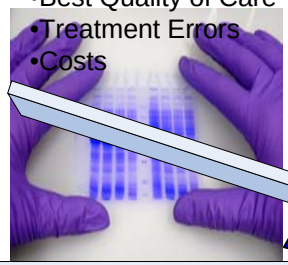
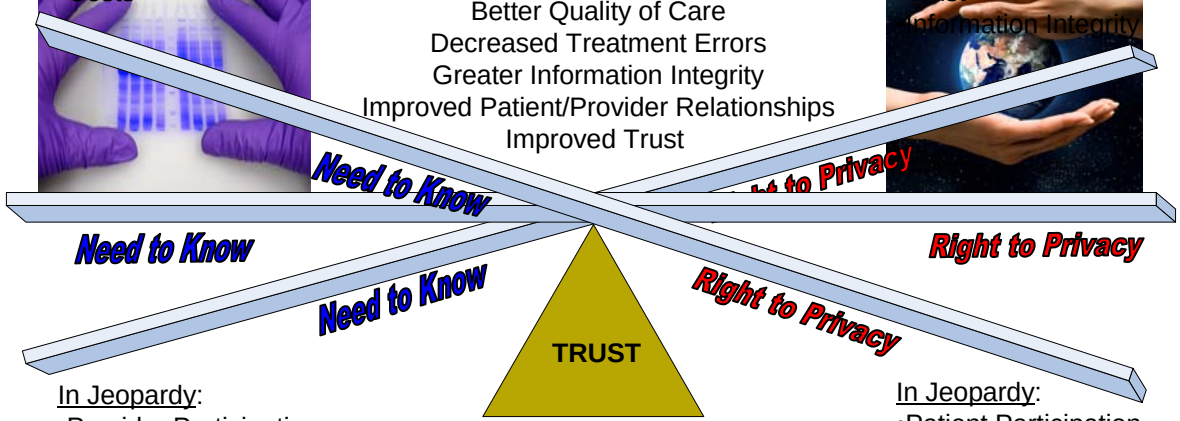
Providers

Improved:
- All Patient Information
- Best Quality of Care
- Treatment Errors
- Costs



In Jeopardy:
- Provider Participation
- Volume of Information
- Quality of Care
- Correct Treatment Decisions
- Costs

More Patient Participation
More Volume of Information
Better Quality of Care
Decreased Treatment Errors
Greater Information Integrity
Improved Patient/Provider Relationships
Improved Trust



Patients

Improved:
- Patient Voluntary Participation
- [illegible]ationships
- Trust
- Information Integrity

In Jeopardy:
- Patient Participation
- Information Integrity
- Patient/Provider Relationship
- Trust

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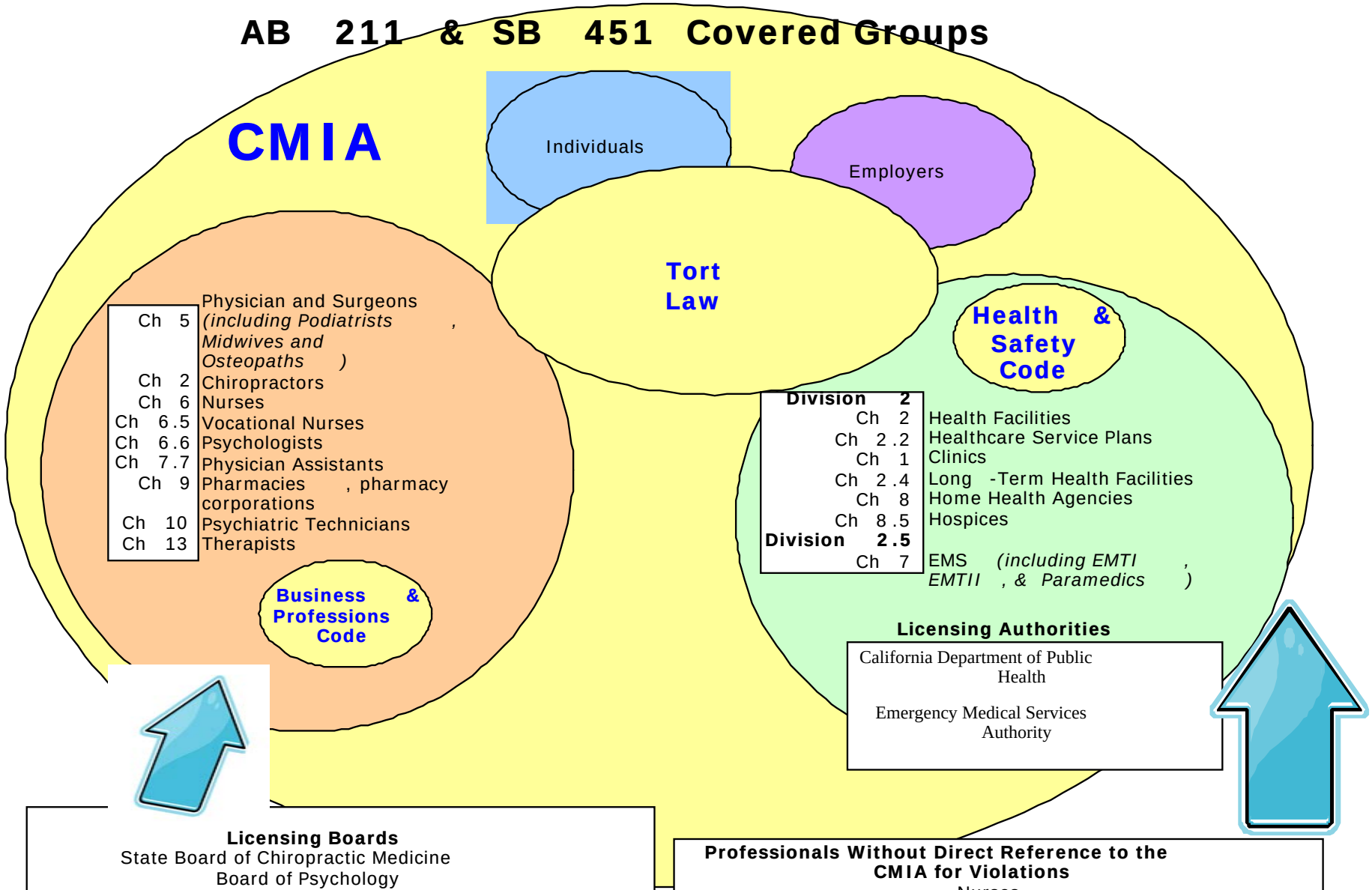
AB 211 & SB 451 Covered Groups



Licensing Boards

State Board of Chiropractic Medicine
Board of Psychology
Board of Registered Nurses
Medical Board
Osteopathic Medical Board
Board of Vocational Nurse and Psychiatric Technician Examiners
Board of Podiatric Medicine of the Medical Board
Physician Assistant Examining Committee Of the Medical Board

Professionals Without Direct Reference to the CMIA for Violations

Nurses
Podiatrists
Osteopaths
Chiropractors
Vocational Nurses
Physician Assistants
Psychiatric Technicians

MISSION STATEMENT

- Develop and recommend privacy and security standards for California Health Information Exchange (HIE) that promote quality of care, respect the privacy and security of personal health information, and enhance trust.

VISION

- Enable the electronic transfer of health information to improve the quality of care in a way that fosters trust.

VISION OBJECTIVE

- Create a set of rules that govern the privacy and security of health information in California by 2012

SCOPE

- Privacy and security standards developed and recommended to the Secretary of the California Health and Human Services Agency shall apply to all health data. *However, existing entities, systems, or patient records will be grandfathered as best fits the particular situation and issue solution being recommended*. The standards shall not apply to entities who do not exchange health information electronically.

STRATEGIC APPROACH

- Utilize a combination approach of addressing issues from the specific project scenario perspective. For example, an analysis should consider a national use case and a local HIE effort in unison to create a scenario for which to analyze the issue.

PRINCIPLES

- Openness
- Health Information Quality
- Individual Participation
- Collection Limitation
- Use Limitation
- Purpose Limitation
- Security Safeguards
- Accountability

Exhibitor Viewing

Lunch in Magnolia

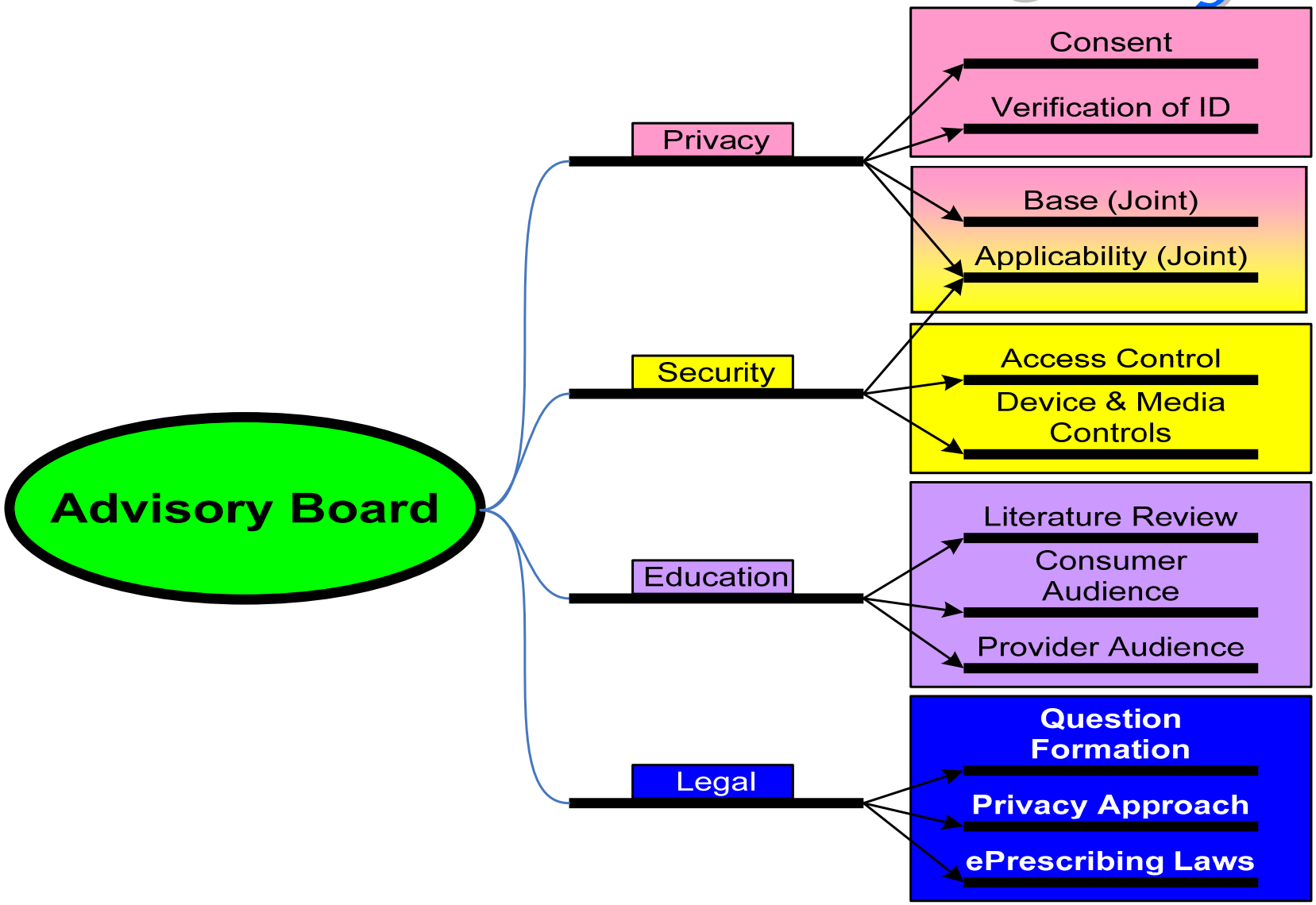
CalPSAB Committee Co-Chairperson's Panel and CHILI Presentations

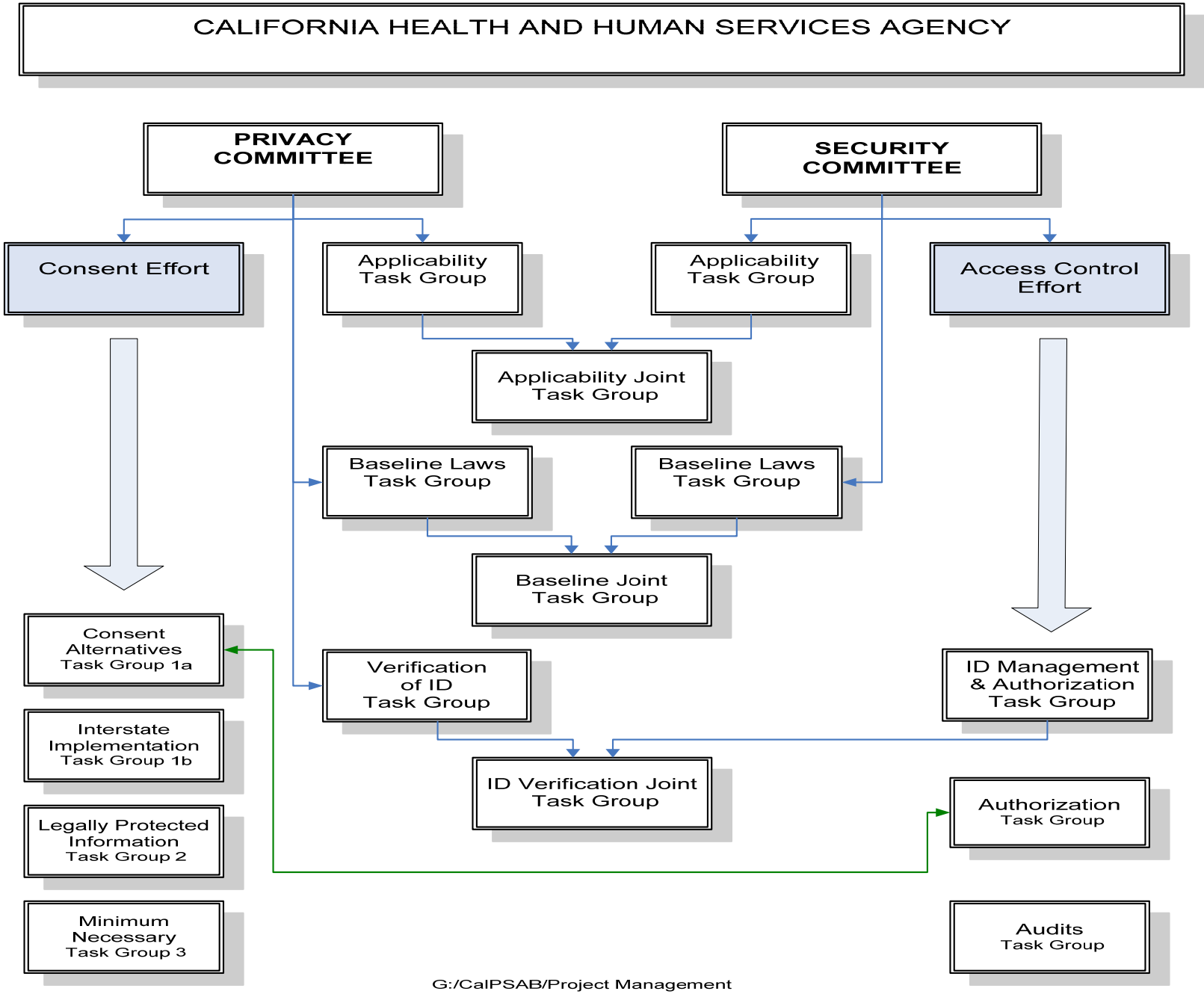
Moderator – Bobbie Holm, Policy Branch Chief, California Office of Health Information Integrity

Committee Co-Chairs

- *Monica Moldovan, Health care Information Privacy and Security, UC Davis Health Systems*
- *Kevin Dickey, Chief Information Security Officer, Contra Costa County*
- *David Minch, HIPAA/HIE Project Manager, John Muir Health*
- *Anne Drumm, Program Manager, California Office of Health Information Integrity*
- *Suzanne Giorgi, Legal Counsel, California Office of Health Information Integrity*
- *Steven Bonorris, J.D., Hastings Law School*

Committees and Task Groups

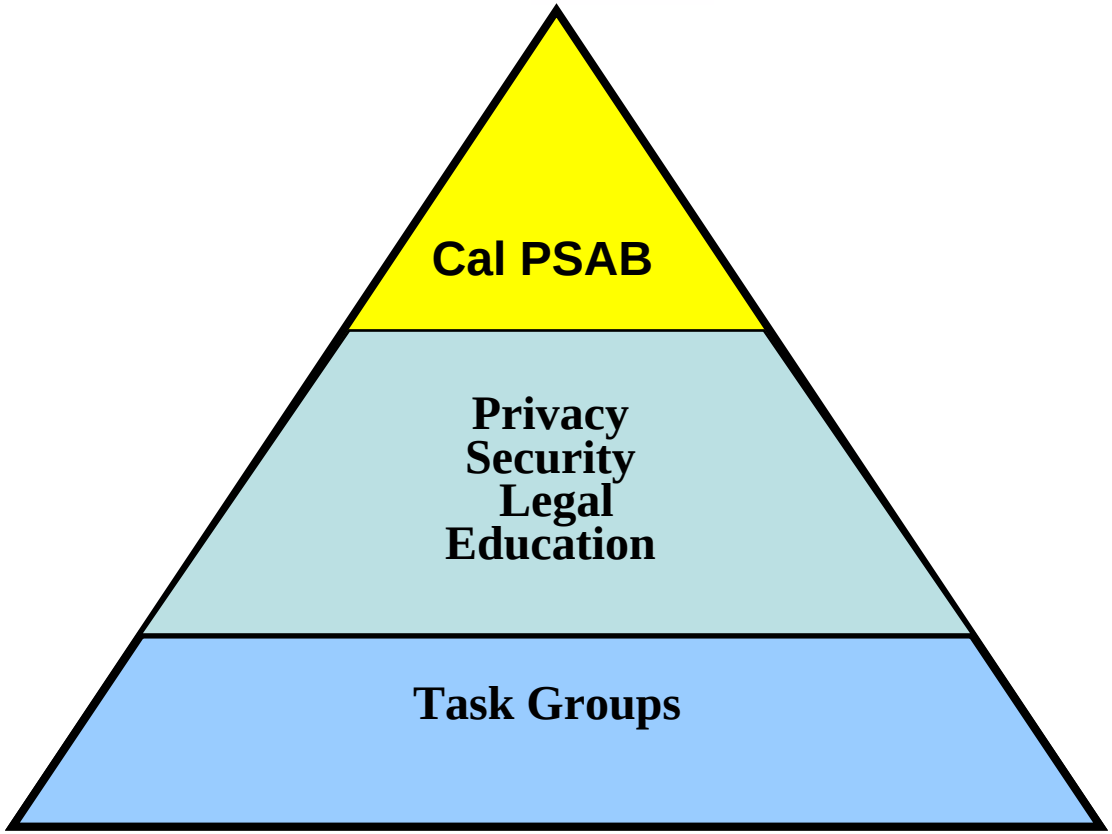



CALIFORNIA HEALTH AND HUMAN SERVICES AGENCY
PRIVACY COMMITTEE
SECURITY COMMITTEE
Consent Effort
Applicability Task Group
Applicability Task Group
Access Control Effort
Applicability Joint Task Group
Baseline Laws Task Group
Baseline Laws Task Group
Baseline Joint Task Group
Consent Alternatives Task Group 1a
Verification of ID Task Group
ID Management & Authorization Task Group
Interstate Implementation Task Group 1b
ID Verification Joint Task Group
Authorization Task Group
Legally Protected Information Task Group 2
Minimum Necessary Task Group 3
Audits Task Group
G:/CalPSAB/Project Management

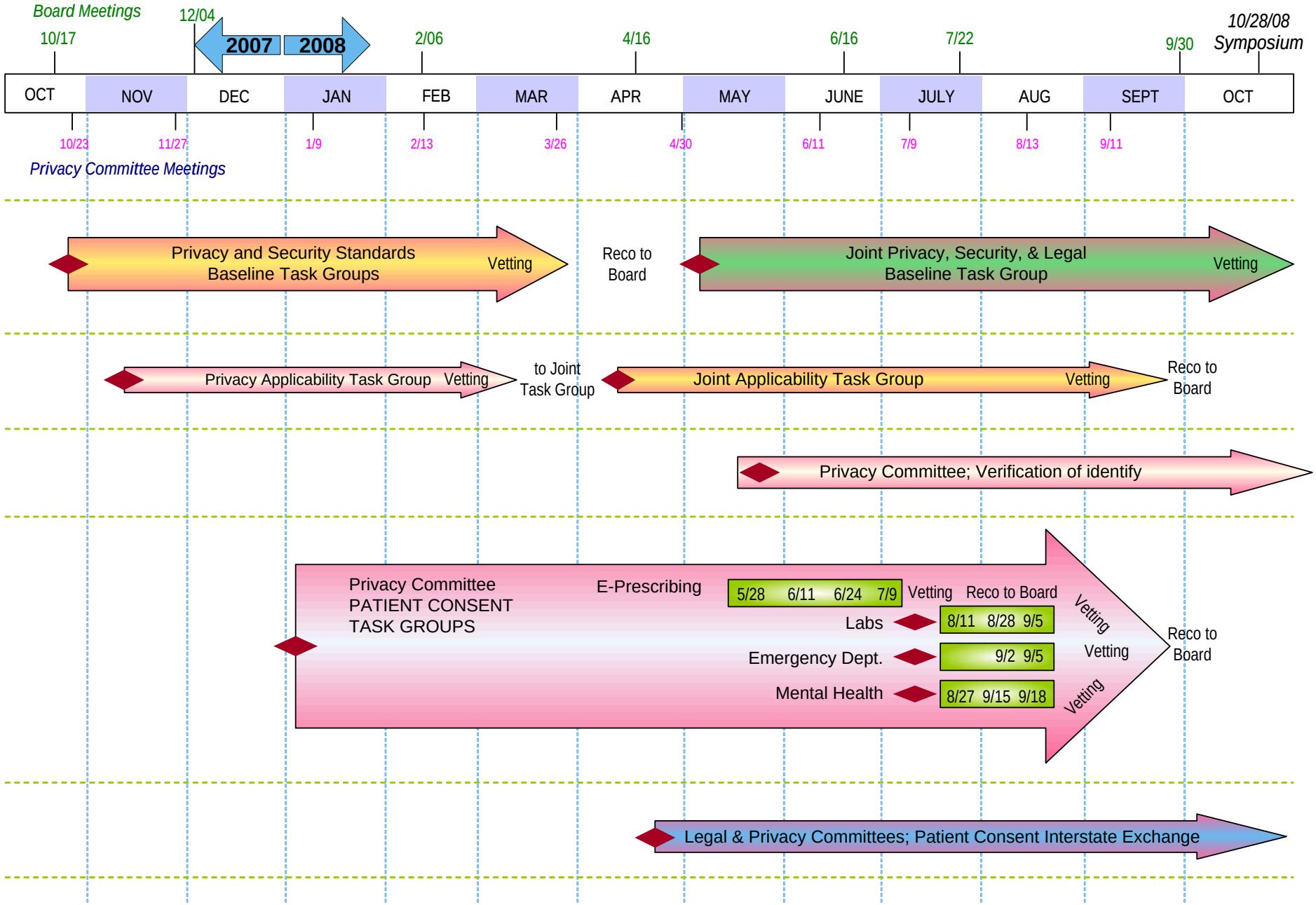
Privacy Committee

Monica Moldovan, JD, MIS, CHPS
Health Information Privacy & Security Manager
UC Davis Health System

Cassi Birnbaum, RHIA, CPHQ
Director of Health Information and Privacy Officer, Rady Children's Hospital of San Diego


Cal PSAB
Privacy
Security
Legal
Education
Task Groups

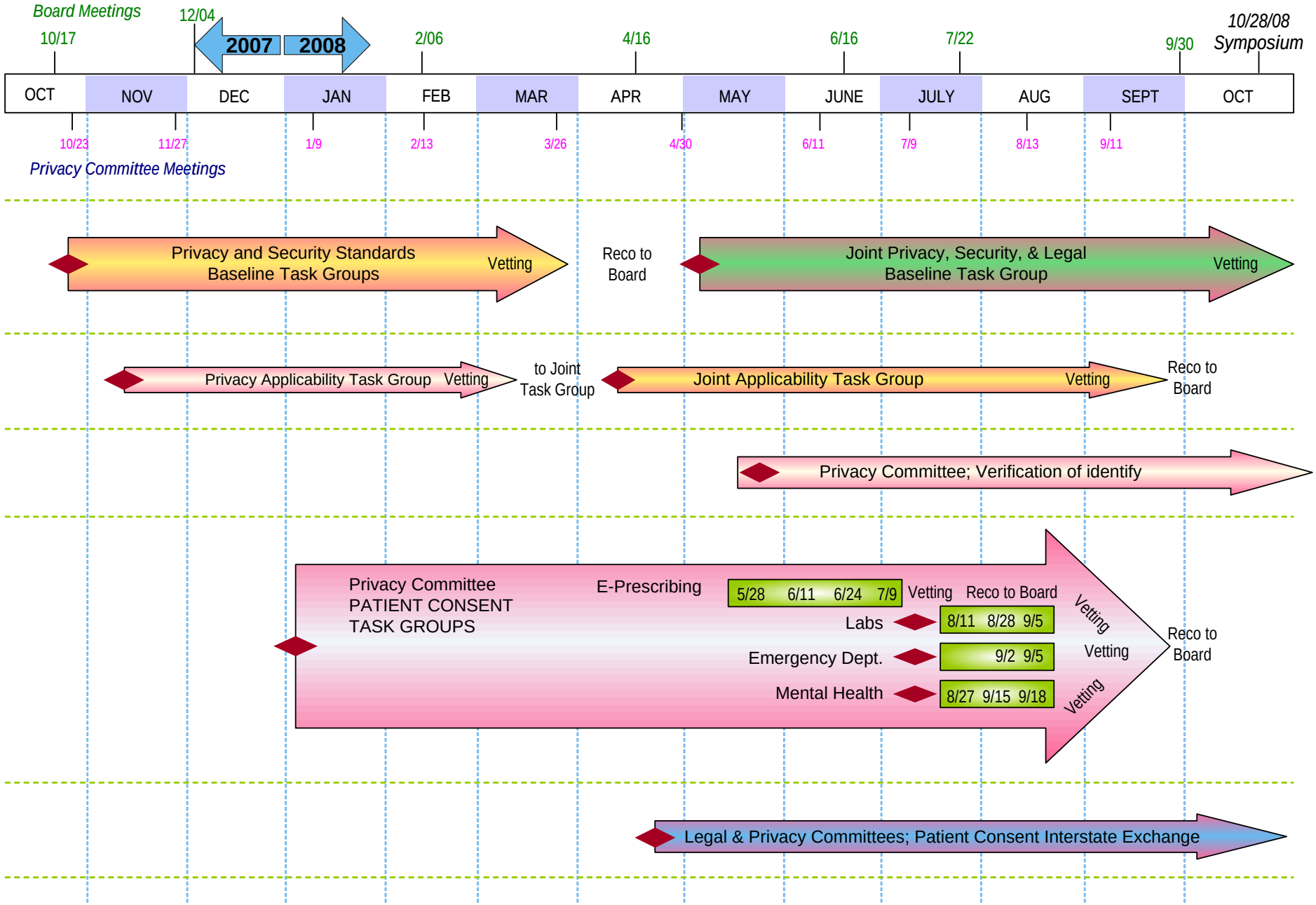
CalPSAB Privacy Committee OCT 2007 – OCT 2008



9 Categories of Privacy

- Collection
- Use
- Disclosure
- Consent
- Other Individual Rights
- Protect Information
- Accountability and Oversight

CalPSAB Privacy Committee OCT 2007 – OCT 2008



E-Prescribing Task Group

Thank You!

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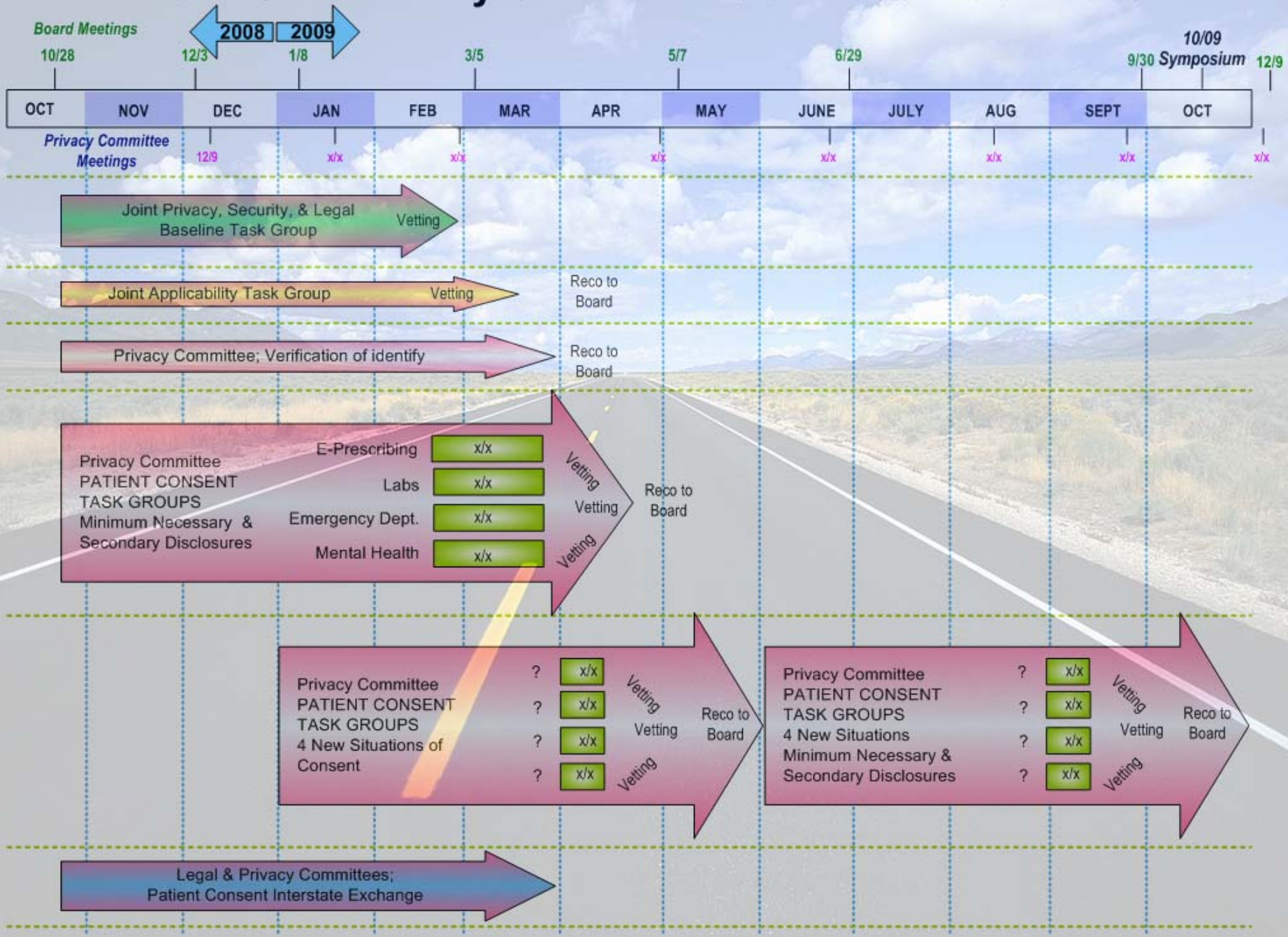
2009 v 2015

Polarities

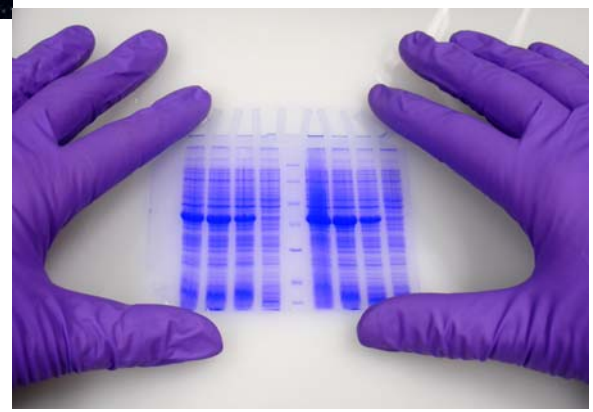
Provider v Patient

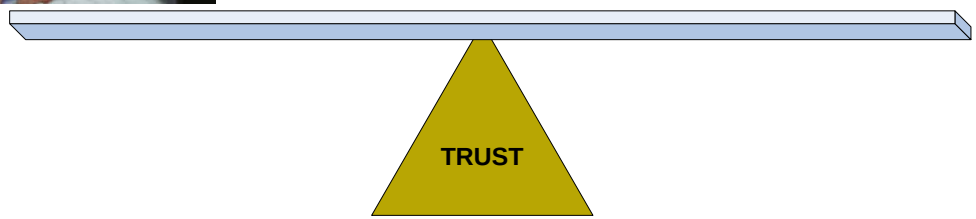
Policy wonks v IT geeks

CalPSAB Privacy Committee OCT 2008 – OCT 2009



A Matter of Balance





Security Committee

Kevin Dickey, Chief Information Security Officer, Contra Costa County

David Minch, HIPAA/HIE Project Manager, John Muir Health

- The CalPSAB Security Committee is comprised of 62 members representing:
  - 7 counties,
  - 21 provider entities,
  - 5 health industry-related companies,
  - 9 state departments,
  - 2 health information exchanges, and
  - 5 health industry associations

Security Committee Task Groups

- **Baseline** – Performed a scan within healthcare and across all industries reviewing security standards. Using HIPAA & ISO as a base, grouped the standards into 4 primary security domains, and 14 sub-domains.

- **Access Control**
  - Authentication and Authorization
  - Identity Management
  - Session Controls

- **Applicability** – This task group was a joint task group with the Privacy Committee.

- **Device & Media Controls**

  – This security sub-domain was considered to be relatively straight-forward, yet vitally important due to recent ePHI disclosures due to stolen and lost devices and storage media.

Baseline: Standards Domain

Administrative Controls

- Information Security Organization & Responsibility
- Risk Assessment & Treatment
- Security Awareness, Education & Training
- Workforce Security & Incident Management
- Compliance Testing, Audit & Monitoring
- Contracts & Agreements

Business Continuity & Contingency Planning

- Business Continuity
- Contingency Planning
- Testing and Revision

Facility & Equipment Controls

- Facility Access Controls
- Device and Media Controls
- Technical Controls

Data Protection and User Access Controls

- Authentication & Authorization (Access Controls)
- Data Assurance

Access Control

- Authentication – California OCIO Proposed Std.
- Authorization (NIST 800-95, Policy Managed Attribute Based Access Control)
  - 7 Attributes Recommended:
    - Data Source
    - Entity of Requestor
    - Role of Requestor
    - Consent Directives of the Data Subject
    - Use of Data
    - Sensitivity of Data
    - Form / Method of Use

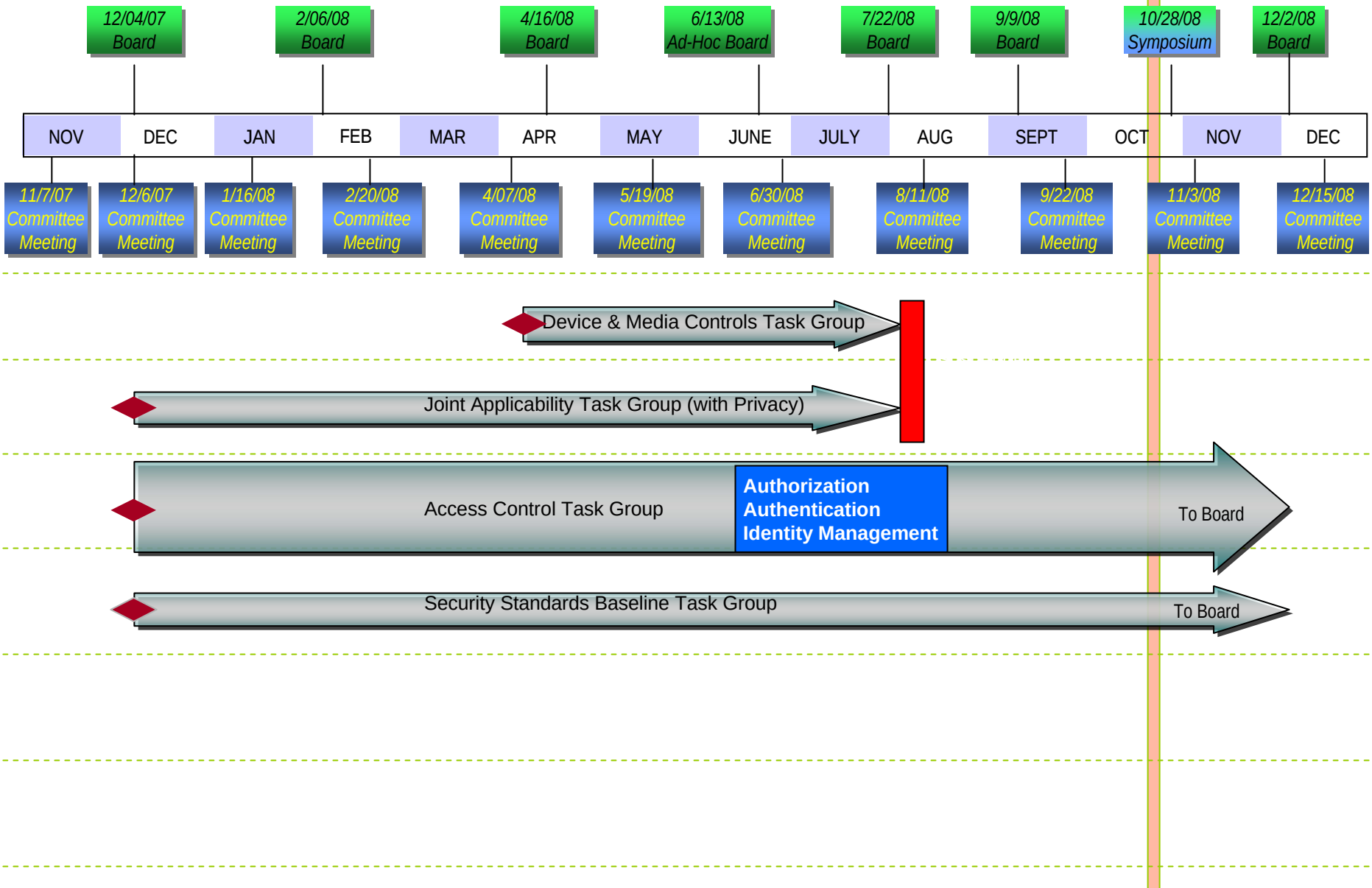
- Identity Management - California OCIO + NIST 800-63

  Federated with proofing and provision for establishment and revocation of privilege delegation

- Session Controls

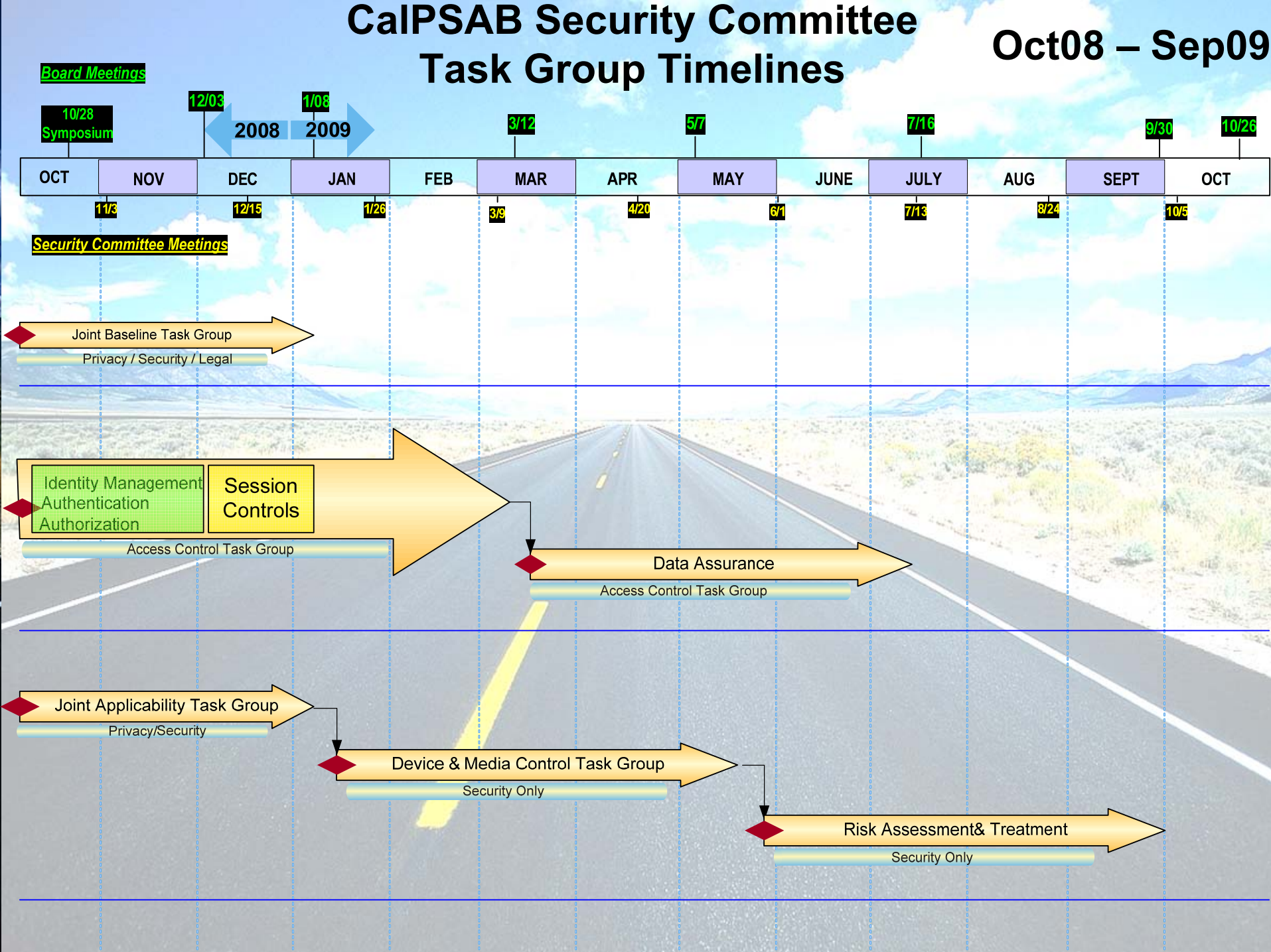
  Not yet addressed

Security Committee 2008 Timeline & Work Plan



CalPSAB Security Committee Task Group Timelines

Oct08 – Sep09



Education Committee

Anne Drumm, California Office of Health Information Integrity

HIE Education

Learn about our audience – and deliver the right message the right way!

- Education one of the Key Cornerstones
  - New concept
  - Tied to usage
  - All participants (consumers, providers, support entities) and all models of HIE will require education
  - Audience groups will have different education needs

- Education Committee started the task by getting a consumer "snap shot" of the existing landscape – literature review.
  - Limited information on consumer views towards HIE
  - Consumers interested but concerned with privacy
  - California information limited
  - Demographic information limited

- Consumer Target Audience Identified:
  - Parents/caretakers of children ("Generation X and Millennials")
  - Elderly Population
  - Chronically Ill
- Provider Target Audience

New Media Communication Preferences

	Veteran Born before 1946	Boomer 1946-1964	Gen X 1965-1981	Gen Y 1982-2000
Style	Formal	Semiformal	Not so serious; irreverent	Eye-catching fun
Content	Detail; prose-style writing	Chunk it down but give me everything	Get to the point – what do I need to know?	If and when I need it, I'll find it online
Context	Relevance to my security; historical perspective	Relevance to the bottom line and my rewards	Relevance to what matters to me	Relevance to now, today and my role
Attitude	Accepting and trusting of authority and hierarchy	Accept the "rules" as created by the Veterans	Openly question authority; often branded as cynics and skeptics	OK with authority that earns their respect
Tactics	Print; conventional mail; face-to-face dialogue or by phone; some online information and interaction	Print; conventional mail; face-to-face dialogue; online tools and resources	Online; some face-to-face (if they're really needed); games; technological interaction	Online; wired; seamlessly connected through technology
Speed	Attainable within reasonable time frame	Available; handy	Immediate; when I need it	Five minutes ago
Frequency	In digestible amounts	As needed	Whenever	Constant

Source: Communication World, March-April 2008, p.20; IABC.com/cw

- Provider Target Audience:
  - Some providers likely to have challenges relating to HIE.
  - Acceptance better in larger practice settings
  - Barriers
- Early education to include:
  - Small Practice Settings
  - Specialty Medical Groups
  - Senior Care Settings

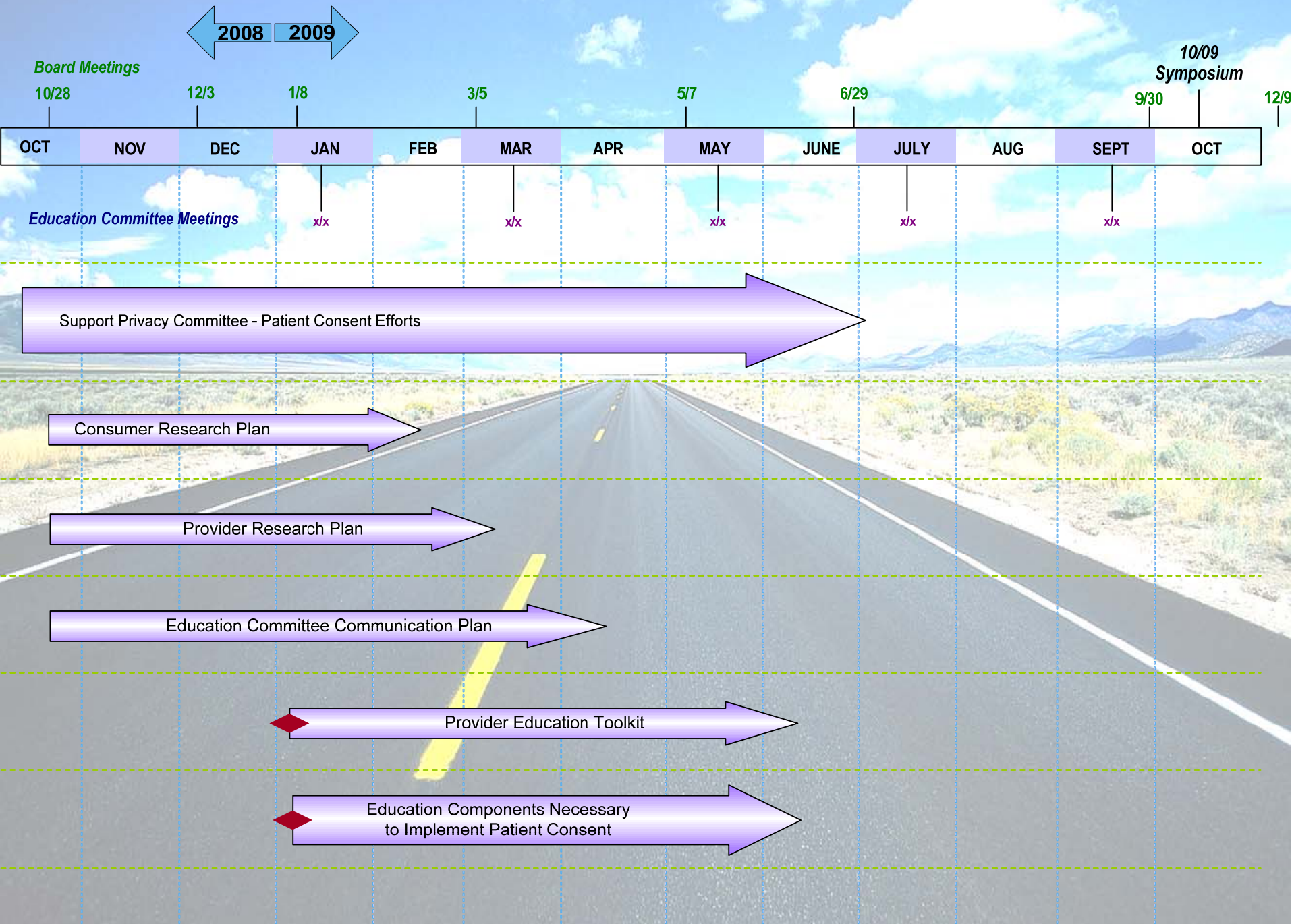
- Provider Target Audience

  Preliminary (HISPC) findings on education needs:

  - Short, concise, relevant
  - Multiple communication channels
  - Multiple encounters – from varied sources

- Consumer Education must:
  - Inform, Build Trust and Confidence
  - Resonate with the target audience, with the appropriate mode and frequency
  - Advise about choice (if applicable)
- Breakout sessions

CalPSAB Education Committee OCT 2008 – OCT 2009



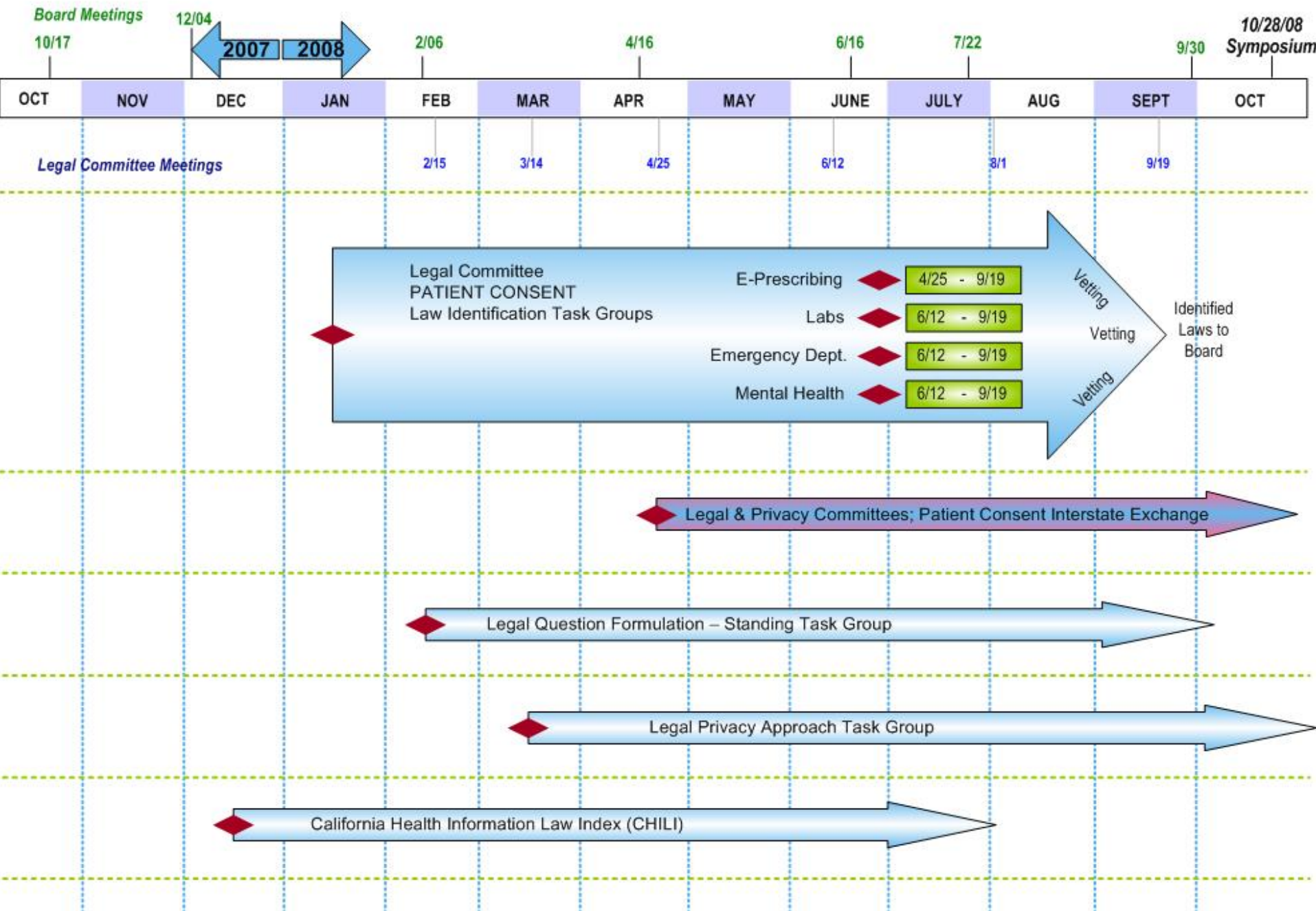
Legal Committee

Suzanne Giorgi, J.D., California Office of Health Information Integrity

MISSION

Provide legal input to the CalPSAB and its committees for California Health Information Exchange (HIE) by sharing legal expertise to identify issues, to enhance understanding of legal issues and to offer alternative methods of resolutions.

CalPSAB Legal Committee OCT 2007 – OCT 2008



Applicable Laws

- Prescribing
- Laboratory
- Emergency Department
- Mental Health

An Approach to Determining Privacy Rights

"All people are by nature free and independent and have inalienable rights. Among these are enjoying and defending life and liberty, acquiring, possessing, and protecting property, and pursuing and obtaining safety, happiness, and privacy."

California Constitution, Article 1, Section 1

Privacy Concerns

- The overbroad collection and retention of unnecessary personal information
- The improper use of information properly obtained for a specific purpose, for example, the use of it for another purpose or the disclosure of it to some third party

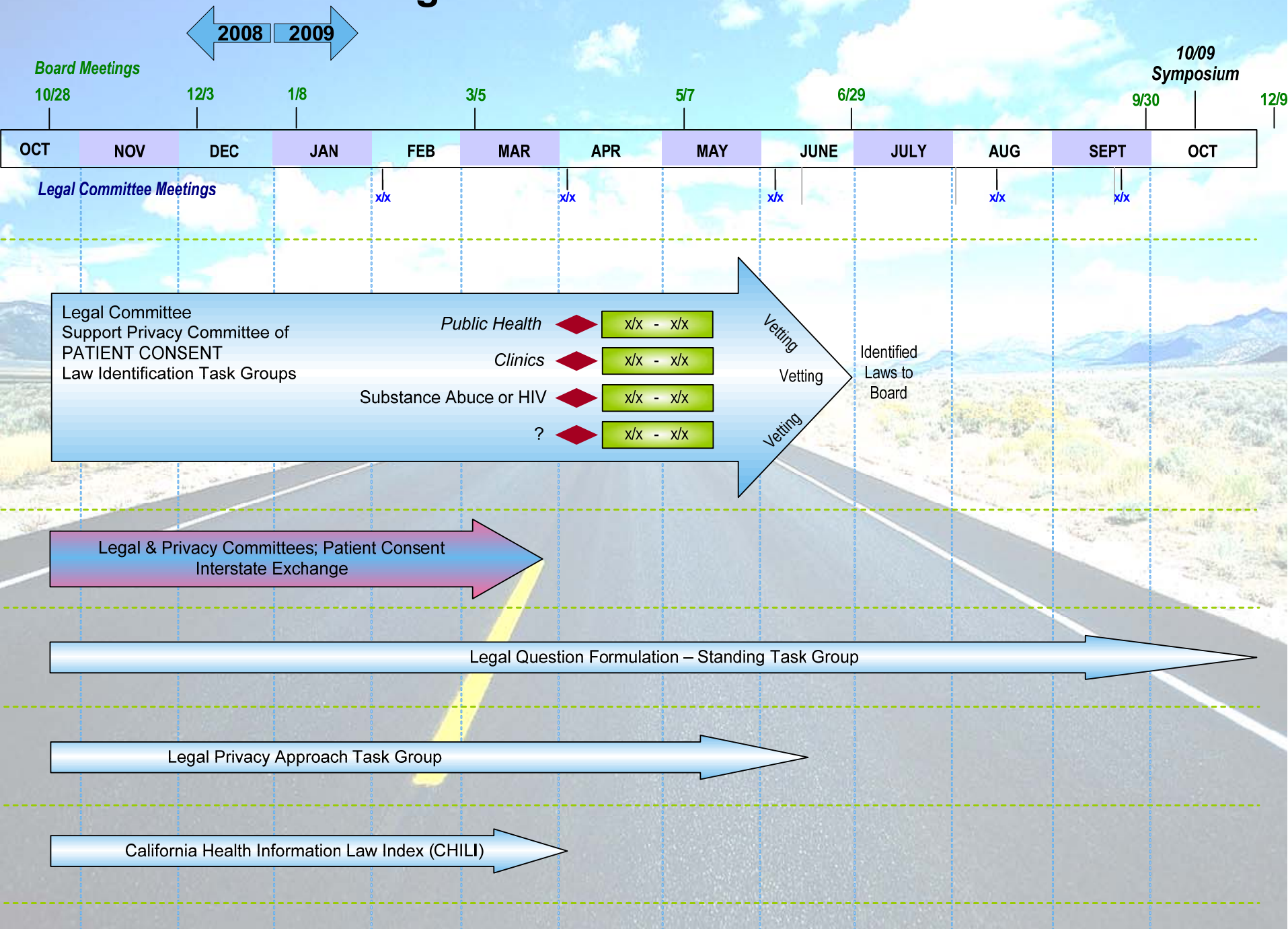
Interstate Consent

- Interstate Compact
- Uniform Law
- Model Law
- Choice of Law

Current Law & HIE

- Treatment use
- Between healthcare providers
- Information which is necessary

CalPSAB Legal Committee OCT 2008 – OCT 2009



California Health Information Law Identification (CHILI) project

Steven Bonorris, J.D.,
Hastings Law School

Networking & Exhibit Viewing

Break Out Sessions

Begin at 2:45

Closing Remarks

Bobbie Holm, Chief, Policy Branch,
California Office of Health
Information Integrity

Thank you for Your Participation!

- Visit Exhibitors
- Complete Evaluations
- Join the CalPSAB effort!